

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: DIR

Vendor website: www.dir.texas.gov

Service Area: Voice

Category: CCTS

Auto Attendant Service

Auto Attendant Service allows callers to be routed via a menu of options.

* This is a DIR billed service.

SERVICE DELIVERY SLA

Quote Request:

5 Business Days

Installation Interval:

5 Business Days

Disconnect Interval:

5 Business Days

Service Term:

None

PERFORMANCE SLA

Mean Time to Repair (MTTR)

4 Hours

CUSTOMER RESPONSIBILITY

1) Customer must have connectivity to the Capitol Complex Telephone System.

2) Customer must purchase telephone from DIR.

DIR CCTS Pricing - Auto Attendant

The Communication Technology Division of the Department of Information Resources (DIR) provides a wide range of telephone services to State Agencies and others on the Capitol Complex through the Capitol Complex Telephone System (CCTS).

| Monthly Service (Recurring) | Monthly Service Charge |
|---------------------------------------|-------------------------------|
| Line Charge | \$14.75 |
| Voice Mail Box | \$3.00 |
| Application Voice Mail Box | \$3.00 |
| One-Time Service | One-Time Service Charge |
| Moves, adds, changes (business hours) | \$40.00 hr./1 hr. minimum |
| Moves, adds, changes (after hours) | \$60.00 hr./1 hr. minimum |
| Software Changes only | \$1.67 ea. |
| Voice Mail Application | 4 hrs. minimum labor \$160.00 |

DIR Internet Service Geographic Availability

DIR Internet service is available to all State Agencies and eligible customers in the Austin area.